

## Customer Service Report for SCB

For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
<b>Accounts</b>											
Access/Login	3	0	0	0	0	0	0	0	3	0	7
Password Reset	2	0	0	4	0	0	0	0	6	0	7
<b>Application Support</b>											
General Info	1	0	0	0	0	0	0	0	1	0	5
<b>Email</b>											
Eudora	1	0	0	0	0	1	0	0	0	0	0
<b>Helix Support</b>											
Apps/Other	3	0	0	0	0	0	0	0	3	0	3
Info/Biowulf	3	0	0	0	0	0	0	0	3	0	4
Info/General	1	0	0	0	0	0	0	0	1	0	10
<b>Grand Total:</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>17</b>	<b>0</b>	<b>6</b>

Total Tickets Closed:	17
Total Tickets Assigned/Pending/Checked Out:	1
Total Tickets Created:	18